



# PROCESS REVIEWS

Pamela May – Office of Performance Management

# Delaware FIRST Tech Challenge



# OPM What?

- Used to be Quality Section
- Oversees:
  1. ADA & Final Inspections – Clayton & Jantzen
  2. Specs and PS&E – George, Kelly, Tom
  3. Master Scheduling/Timing/SCD's/Archive Plans – Billy & Steve
  4. Claims Committee, WG's
  5. Process Reviews

# What is a process review?

- Comprehensively review projects/programs to improve work flow efficiencies
- Collaborative effort – **Minimize silos!**
- Seek innovative solutions to streamline process in a more efficient and timely manner
- Facilitation & documentation

# What are we trying to accomplish?

Eliminate  
redundancies

Streamline  
processes

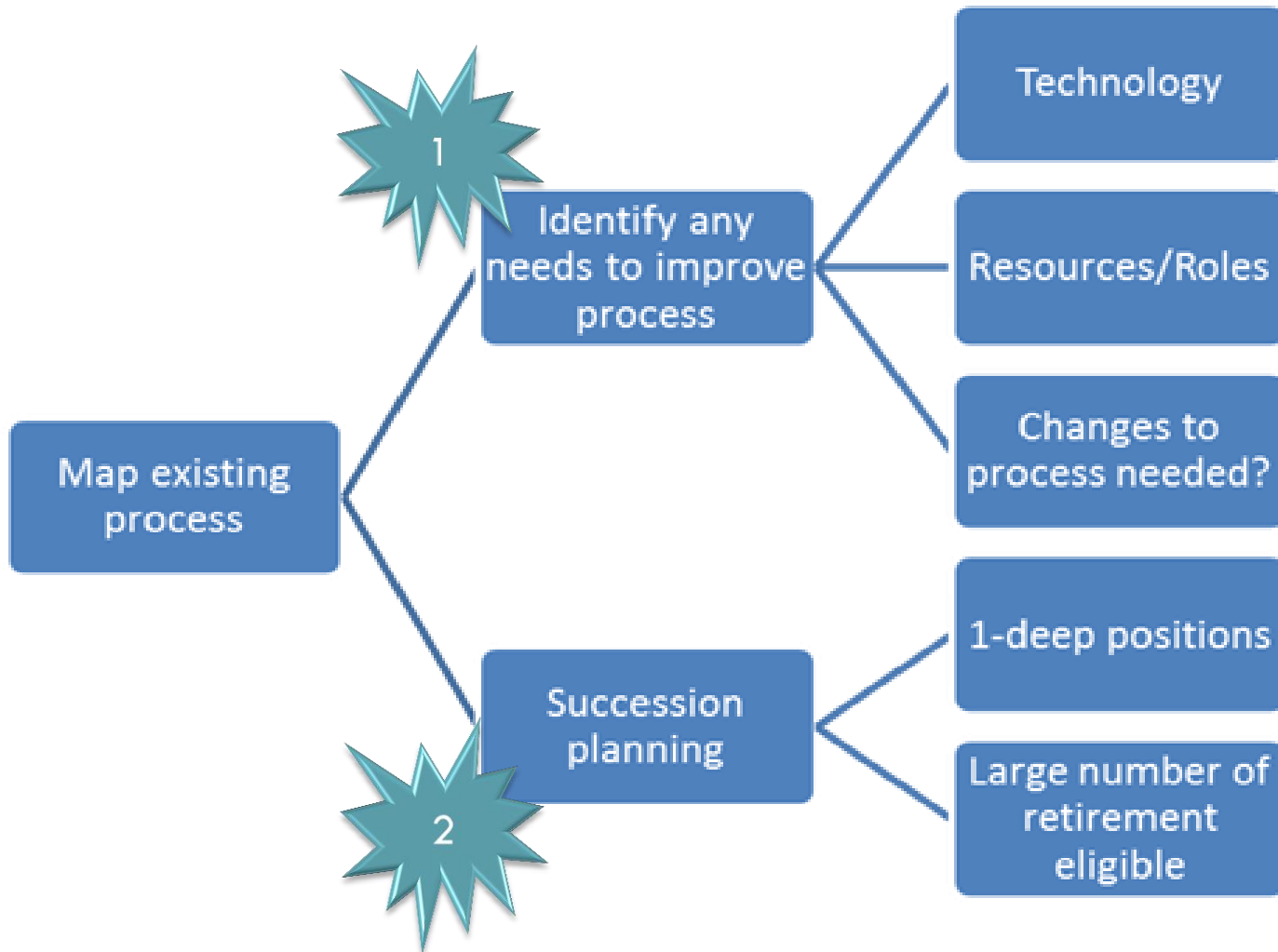
Consistency

Small and big  
wins

Cohesiveness



# Two Main Goals



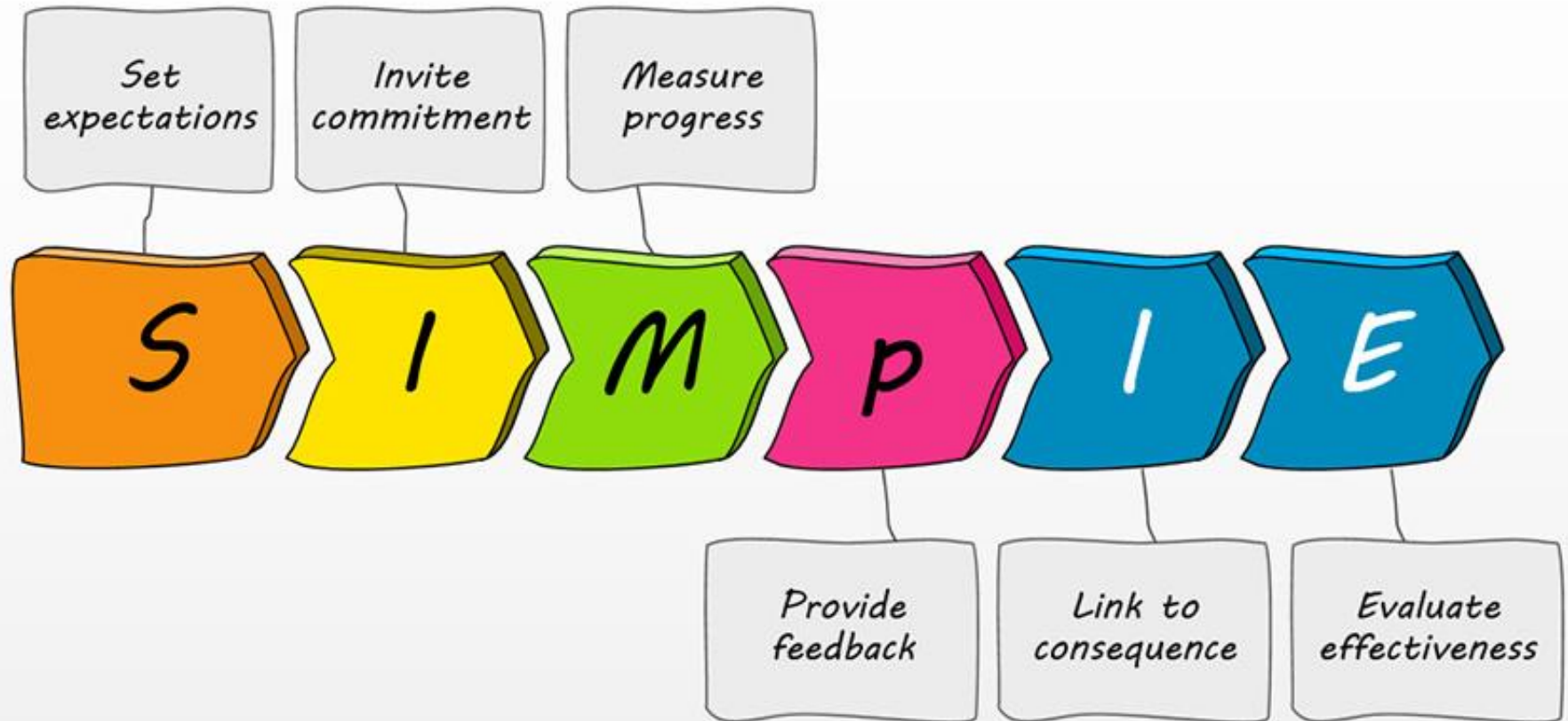
# Steps

- Initial meeting with manager
- Document existing process with group
- Map out in Visio; rest areas, notes
- Regroup with members on ways to improve
- Map out new process
- Report findings

It's your process; you own it and are the ones to make a change!



# Performance Management Process





# We are trying to help, really!



# Misnomer - We're not the Bob's



# Expectations

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## From Us

- ▣ Unbiased
- ▣ Confidential
- ▣ Engaging
- ▣ All ideas are welcome

## From You

- ▣ Attendance is key
- ▣ Open & Honest
- ▣ Don't poo poo the process

# Not the time for...."We've always done it this way"

WE WILL BE ADOPTING  
THE BEST PRACTICES  
IN OUR INDUSTRY,  
JUST LIKE EVERYONE  
ELSE.



IF EVERYONE IS  
DOING IT, BEST  
PRACTICES IS THE  
SAME THING AS  
MEDIocre.



STOP MAKING  
MEDIOCRITY  
SOUND BAD!



SORRY.

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# Don't be afraid to share the good, bad, and ugly

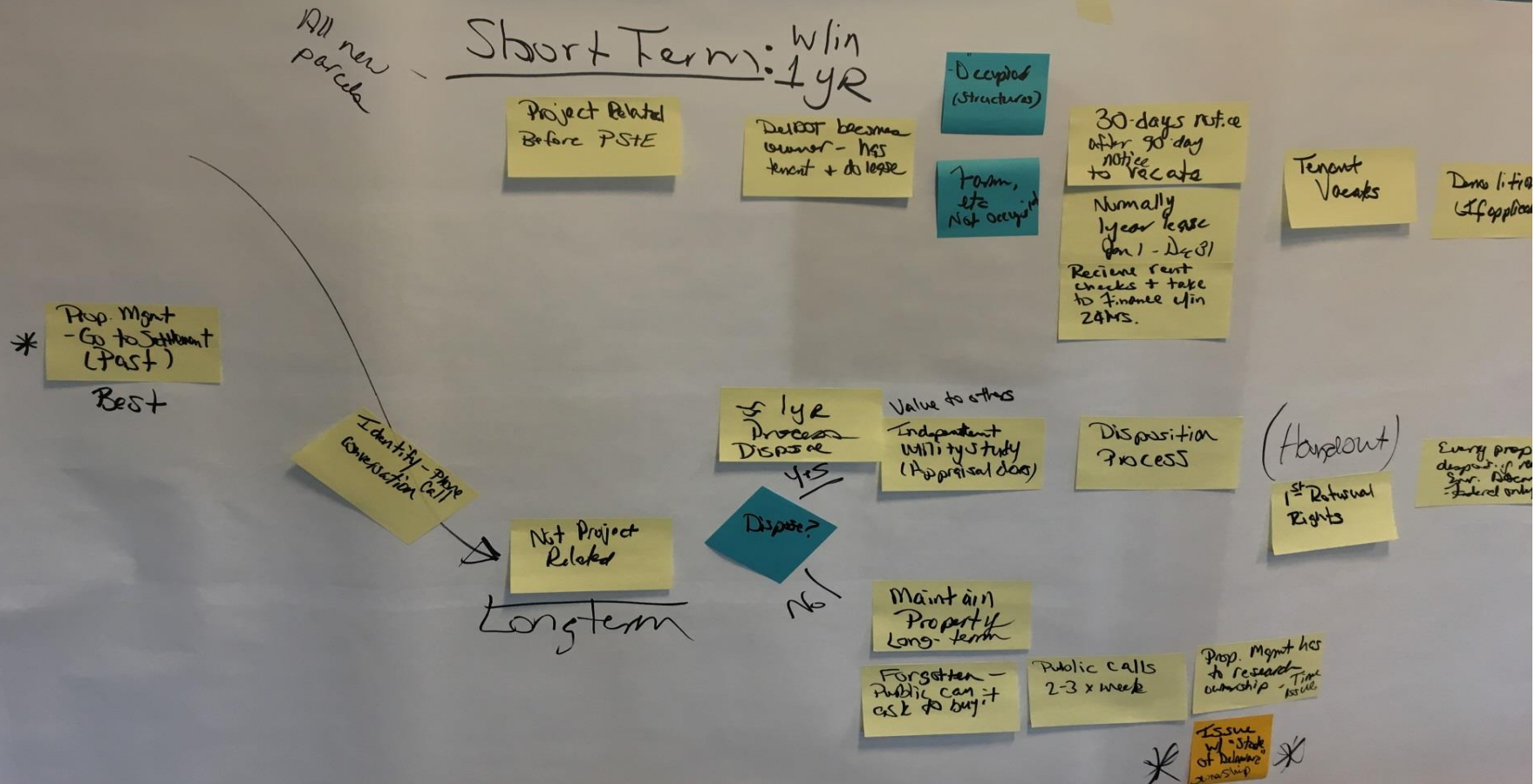


# Currently Working On....

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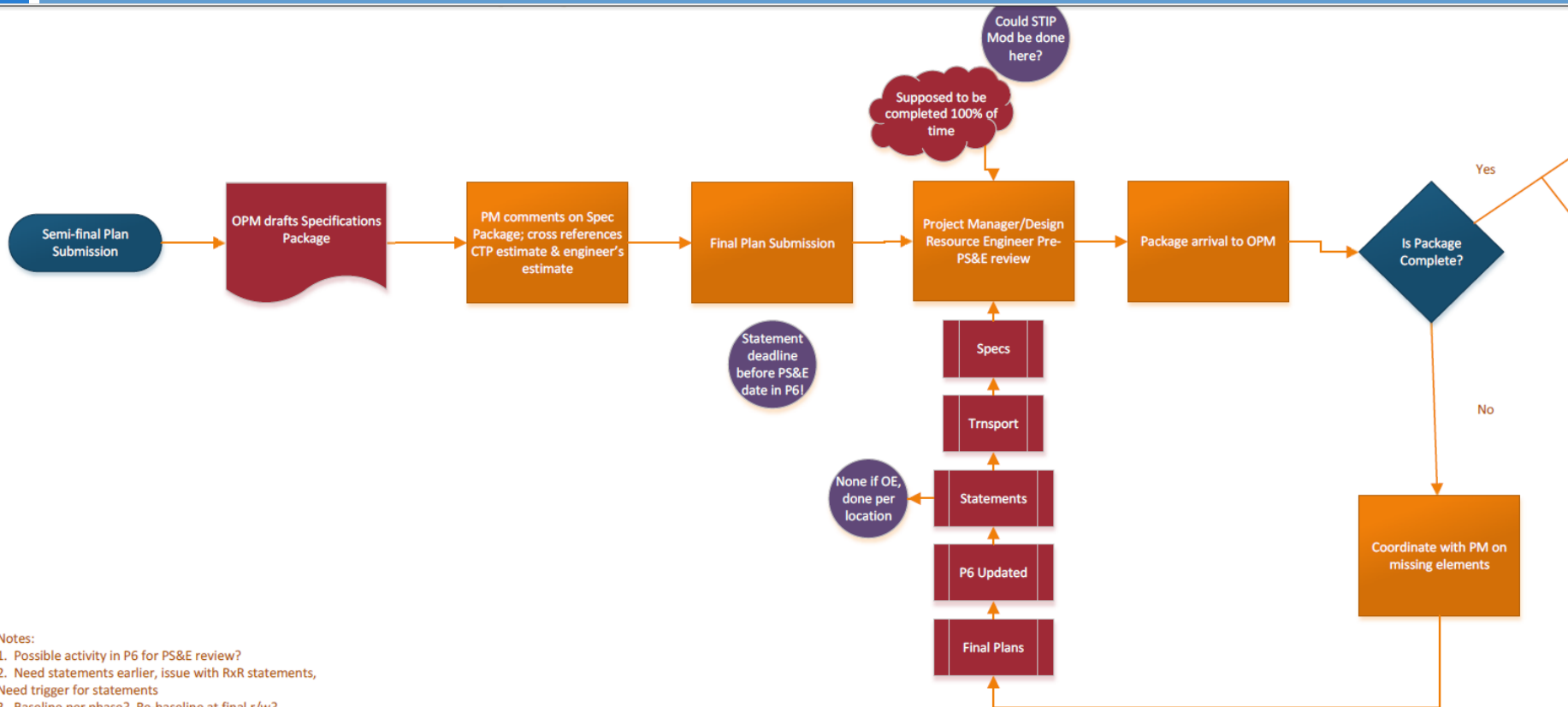
- Pave & Rehab
- PAR (Ped Access Route)
- Trans. Alternatives
- Const Inspection
- Rec to Award
- PS&E
- Appraisals
- Acquisitions
- Property Mgmt
- Final Acceptance
- Project/Phase Closeout
- Addendums

# Right of Way – Property Mgmt





# Mapping with Visio



Notes:

1. Possible activity in P6 for PS&E review?
2. Need statements earlier, issue with RxR statements, Need trigger for statements
3. Baseline per phase? Re-baseline at final r/w?
4. Statement date separate from PS&E date!!
5. Env – need more consultant help? Timing of permits
6. Timing of different sections statements – RW & Env
7. Software change to get rid of FACTS? Look when Mapping out Finance (Hugh)
8. Contract Admin performance mgmt goal – Adv. 2 Mondays after PS&E.
9. Possible change to sending over Dept of Labor earlier?
10. Does Finance look at P6?
11. Addendums need to be processed thru PS&E Coord

Mapped 7/27/15 &  
10/6/15

# OPM Website

Will house all  
the process  
reviews and  
supporting  
documentation

Tips/tricks

Ideas? - Send  
to Pam



# Future ideas - Brainswarming

- <https://hbr.org/video/3373616535001/brainswarming-because-brainstorming-doesnt-work>

be the  
**CHANGING**  
you want to see

- Mohamad Gandhi